

Fig. 1

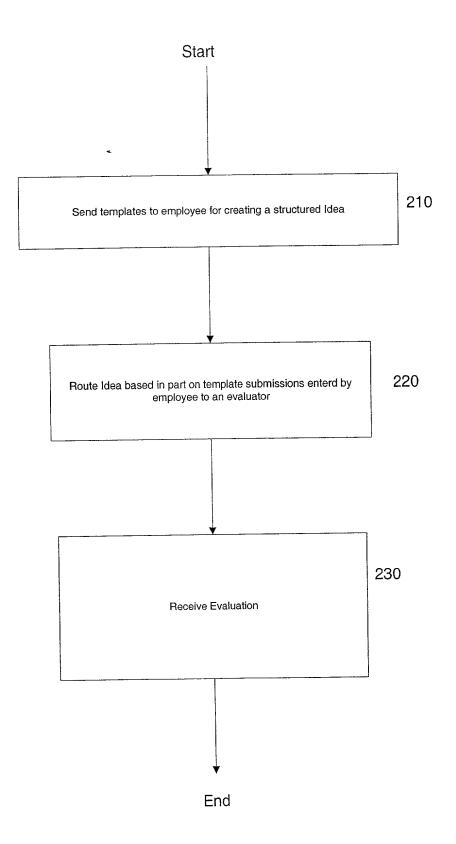


Fig. 2

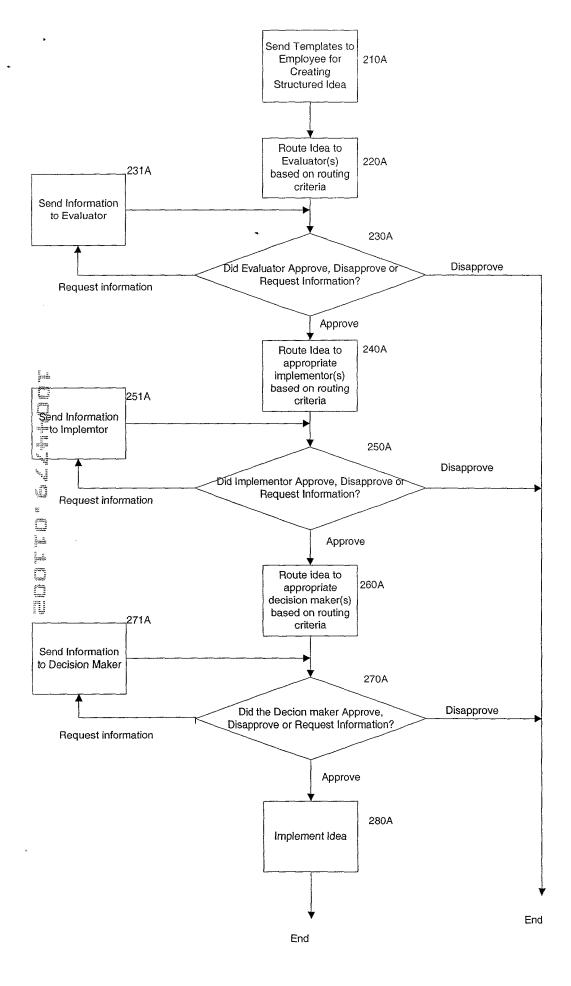


Fig. 2A

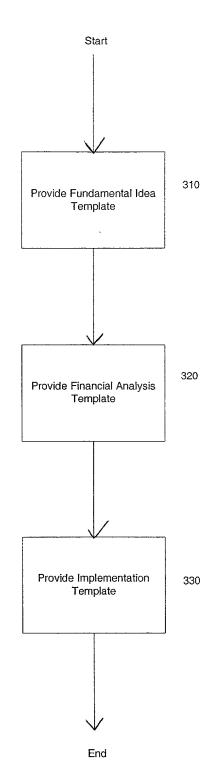
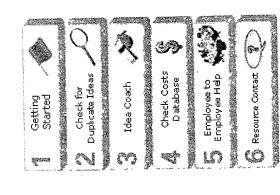


Fig. 3

Step 1 Step 3	Cost Savings	Comparative Analysis	©Describe the current practice and how it impacts costs?	ODescribe your costs sawing idea		Attachment Go to Next Step -
	Started Started	Check for Check	Idea coach	Check Costs Database Database Employee Help Employee Help	Resource Contact ( )	

FIG. 3A



Describe the current practice?

### Customer Service Improvement Comparative Analysis

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	· (4)
Describe your customer service improvement idea?	
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Did this idea come about as a result of a complaint?	
O Yes	
°N ⊕	
If yes, please describe the complaint and it's frequency?	ř.
The state of the s	<b>(12)</b>
How would you measure the impact of this idea (methods, tools etc)?	Kumaran
Are there any potential drawbacks to your idea?	
	<b>₹</b> }
Should customers be notified of this customer service improvement once the dea has been implemented? If yes, please list the customers here.	e the
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(Contact general resources in the Resource Contact general gene	and	Jea?
What risk and relevant statistics are associated worder (Contact general resources in the Resource Contact (Contact general resources in the Resource Contact (Contact general resources in the Resource Contact (Contact general resources) are the impact of this idea help with this)?  December of the any potential problems or challenges a contact government implementation? (You could ask an idea Coach for implementation?)		
(D) Does your idea require regulator or government implementation? (You could ask an idea Coach for	What risk and relevant statistics are associated (Contact general resources in the Resource Constats)	with the current practice' act tool for information ar
Ohow would you measure the impact of this idea help with this)?  Ohe there any potential problems or challenges a Ohoes your idea require regulator or government implementation? (You could ask an idea Coach for	,	ı
(Does your idea require regulator or governmen implementation? (You could ask an idea Coach for	©How would you measure the impact of this ide help with this)?	
Does your idea require regulator or government approval prior to implementation? (You could ask an Idea Coach for help with this.)	(Dake there any potential problems or challenge	associated with your ide
	ODoes your idea require regulator or governme implementation? (You could ask an idea Coach	nt approval prior to for help with this )

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## Quality Improvement

### Comparative Analysis

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©Describe your improvement idea?	
Ones this quality idea affect?	* The state of the
MDS Employees     MDS Customers	
♦ Both ♦ How would you measure the potential quality improvement? (You could ask an Idea Coach for help with this)	wement?(You could asl
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@Are there any potential drawbacks to your idea?	, ,

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Getting Started

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Getting Started

Comparative Analysis	Step 2 Step 3 Step 3 Step 3
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Describe your worklife at MDS Idea?

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#### $oldsymbol{\Theta}$ Are there any potential challenges in changing this current practice or policy? Step 3 How would you measure the impact of this idea? (methods, tools, etc.) Go to Next Step ■What is the proposed practice or policy you propose to change? (A)What is the current practice or policy you propose to change? Comparative Analysis Step 2 Step 1 Employee to Employee High R ( Resource Contact ( ) Check for Check for Duplicate Ideas Check Costs Database AND THE PROPERTY OF THE PROPERTY. the series of the series of Idea Coath Getting Started

Comparative Analysis

Attachment Go Next Step

Comparative Analysis	Step 2 Step 3 Step 2 Step 3 St	Describe your new product or service?		が できる	OMhat is voir target market?			Although the estimated size of the target market?	(You could ask an Idea Coach for help with	OWhat are the estimated sales for the first year?	(Use Idea Tools to assist you)	Do you see any potential problems or challenges with this new product or service?			ž.	∰Does a similar product or service exist elsewhere?	⊙ ves	If yes, please list the similar product (s) or service (s) and list the manufacturer or provider	Product or Service Manufacturer or Provider
Getting Started	Check for		Julea Cooth	Check Costs (	The Description of the Control of th	E Employee to	Resource Contact (2)												

					\$ 50	
Comparative Analysis	Step 1 Step 2 Step 3	M. T.	יייייייייייייייייייייייייייייייייייייי	©How would you measure the impact of this idea (methods, tools etc.)?	(D)-low would you measure the potential technical improvement (methods, tools etc.)?	• Are there any potential problems or changes associated with your idea?
Getting	na	11ca Coal 1	Employee Help	34		

Attachment Region to Next Step -

FIG. 34

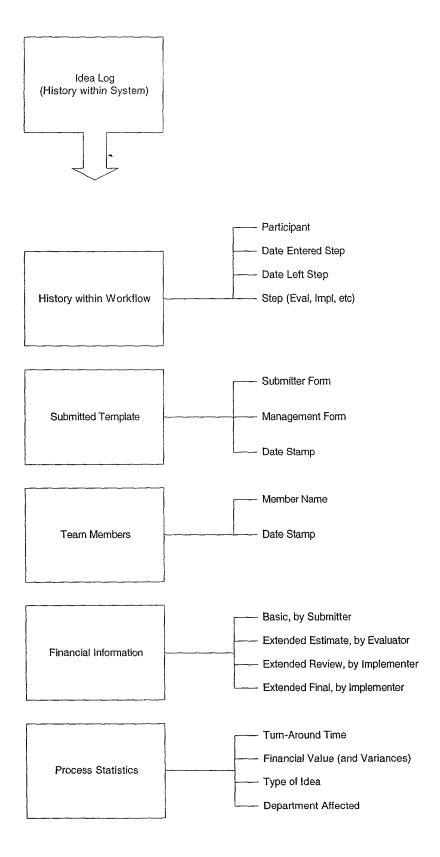


Fig. 4

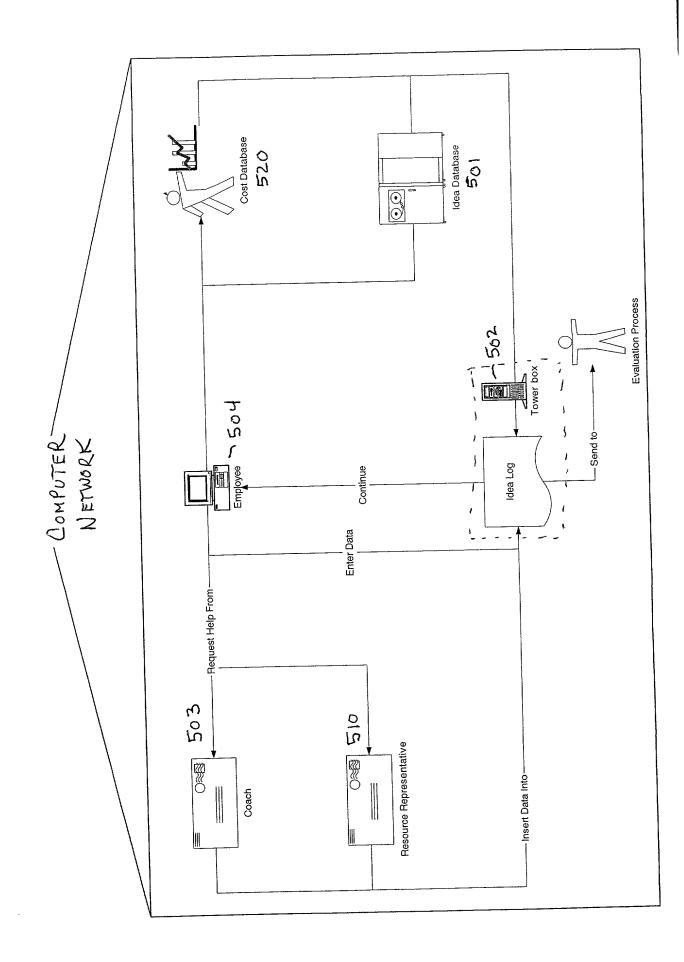


Fig. 5

	Outline of your Idea  See Ships a team idea? © No CYes  Does this idea have a financial impact? CNo © Yes  The second control of the	Which department will it benefit:  —Choose a department—	(3) What's your idea about:	Service Improvement CEnvironment, Health and Safety	○ Quality Improvement	○ worklife at MDS	O New Product and Service O Practice or Policy Changes		Go to Next Step ***
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Financial value of idea = 0 - 0 + 6 - 0 - 6

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	Estimated time required	or implementation	Weeks

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ঞ্জিপোচত do you think should oversee this implementation?

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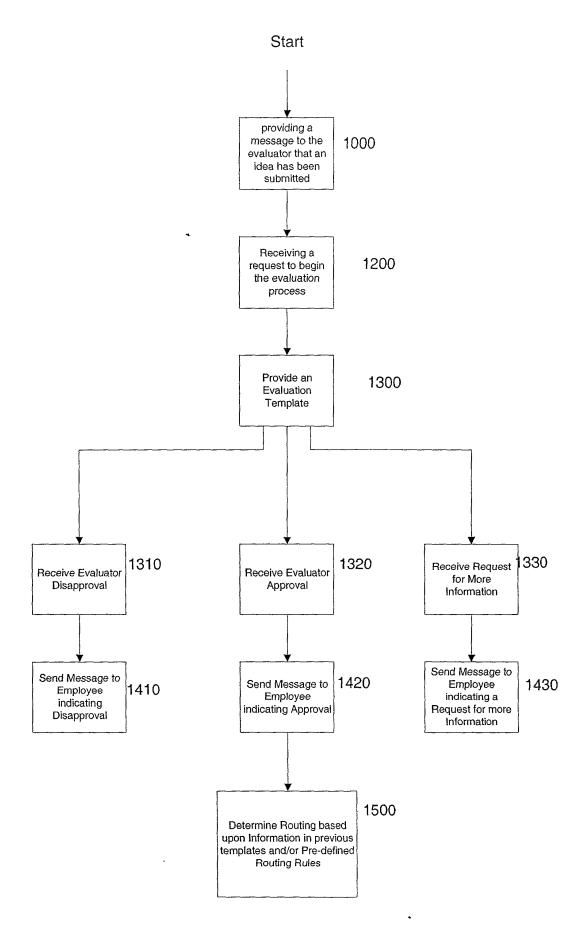


Fig. 10

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Forward Idea

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Evaluation de	Response form # 1	Notes & Explanation	enember (see all designations) and the second secon	plementer must ag ested implementat	Add Implementer	i c	ew/moreasod teve	Revenue Impact		B. Estimated cost of implementing this idea:	Revenue Impact	Transportation (Managamental American	Submit evaluation
	I approve this idea (to implementer)     I need more information (to idea generator)     Non-approve	Noti		In order for this idea to be approved, the implementer must agree with all aspects of the idea and must agree to implementing the idea by the suggested implementation date, or one of His/Her choosing.		Implementation farget date $ 12/13/2001 $	A. Enter current costs or new/increased revenue in the following boxes:	FTE Impacted		B. Estimated	FTE Impacted		
Response	(E) I approve this ids (C) I need more info (C) Non-approve	Allegen Monte		In order for this agree to implem	Implementer(s)	Implementation		Cost Center	1		Cost Center	5	

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# Implementation Response Form | Caration Response Form | Caration Response | Caration R

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Forward Idea

(from implementer to evaluator)

All implementation responses or requests for additional information must be accompanied with an explanation.

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View Idea	Response Form # and history   1   1   1   1   1   1   1   1   1	In order for this idea to be approved, the implementer must agree with all aspects of the idea and must commit to implementing the idea by a specific date.	Implementation date suggested by evaluator Implementation date committed to by implementer	A. Fater current costs or new/increased revenue in the following hoxes:	Cost Center FTE Impacted Revenue Impact	B. Enter estimated cost of implementing this idea:  Cost Center FTE Impacted Revenue Impact Expense Category  [0 0 0]  [0 0 0]  Suhmit nost-implementation	The state of the s

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Forward Idea

(from evaluator to author)

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	evaluation, your idea has been	as is

After careful evaluation, your idea ha

(E) Approved as is

(E) Approved with modifications

(E) Non-Approved

Modify The Level Level	Comments & Explanations	4	Submit	Attachment

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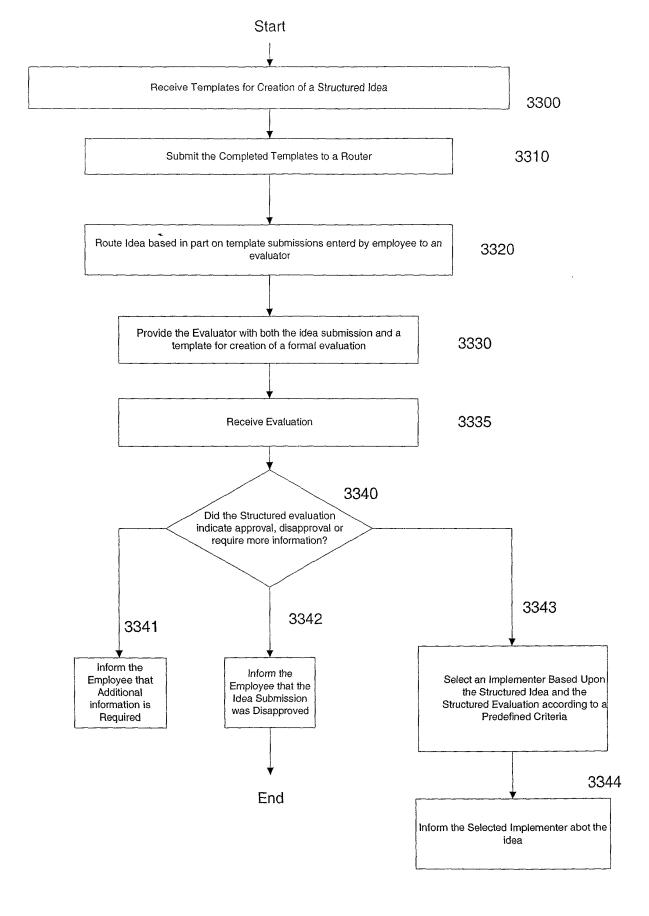


Fig. 13